



Main Location:
2400 Patterson Street, Suite 215
Nashville, TN 37203
Inside Physicians Park at TriStar Centennial Medical Center
Phone: 615-342-7345 • Fax: 615-342-7346
www.tristarthoracic.com

Satellite Locations:

TriStar Horizon Medical Center • 111 Highway 70 East, Suite G • Dickson, TN 37055
TriStar Spring Hill Medical Park • 3001 Reserve Blvd., Suite 201 • Spring Hill, TN 37174
Manchester Location • 585 Interstate Drive, Suite B • Manchester, TN 37355
Murfreesboro Location • 2933 Medical Center Pkwy., Suite D • Murfreesboro, TN 37129

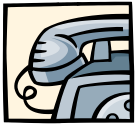
Welcome To Our Practice!

Welcome



You, the patient, are the most important person in our office. We are committed to providing you with the best possible medical care. Excellence is our goal. We have worked to provide a full range of services and have highly trained and knowledgeable staff. Please do not hesitate to ask us any questions about your health plan or medical care.

Office Hours



Phones: Telephones are answered

Office Hours:

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---------------------|---------------------|---------------------|---------------------|---------------------|
| 7:30a.m.- 4:00 P.M. | 7:30a.m.- 4:00 P.M. | 7:30a.m.- 4:00 P.M. | 7:30a.m.- 4:00 P.M. | 7:30a.m.- 4:00 P.M. |

Emergencies: For life-threatening situations, please call 911. If you have an urgent problem, please call our office for instructions. After hours, our answering service will give you instructions.

Test Results: We do not give test results out over the phone.

Prescriptions: Ask your pharmacy to fax us a refill request during normal office hours.

Appointments



For appointment please call **615-342-7345**

- We will make every effort to stay on schedule, although emergencies arise. Each patient is given as much time as required to answer all questions and concerns. If we are delayed more than 4 hours, we attempt to notify patients beforehand.
- As a courtesy to other patients and staff, please call the office as soon as possible if you are unable to keep your appointment or are going to be late.

Financial Policy



- Unless arrangements have been made in advance, **co-payments, co-insurance, and any outstanding balances are expected at the time of service.** Patients may be financially responsible for payment of all services even if their insurance company does not pay. Patient accounts not paid promptly are subject to third party collections and/or legal procedures.
- If we are not participating providers with your plan, once you have paid, we will provide you with a receipt for you to file with your insurance company.
- Any check returned from the bank will result in an additional **(\$30.00)** charge that will appear on your account.
- If your insurance carrier has not responded to a claim within 90 days, we reserve the right to formally transfer all associated liability for the claim to the patient/guarantor. Failure to promptly resolve this balance may result in third party collection and/or legal procedures taken. Please keep a close watch for carrier claim payment and contact the insurance carrier or a clinic patient accounts representative at **615-342-7345** in the event a claim is not resolved within 60 days from the date of service.
- We realize that emergencies do arise that may affect timely payment of your account. If such extreme cases do occur, please contact a patient accounts representative at **615-342-7345.**
- Please always notify our office of any change in name, address, phone or insurance information.

Insurance



- Prior to your appointment, please check your insurance information so you will be informed about referrals, co-payments, and any deductible required at the time of the visit. We also accept: *Visa, MasterCard, and American Express.*
 - For your first visit, please bring your insurance card and arrive early to complete the necessary patient information forms if you have not completed before the appointment.
 - We accept **Medicare** as well as most insurers, however, please review all insurance information with our staff prior to services being rendered.
 - **Your health insurance contract is between you and your insurance company. Any complaints regarding your coverage should be directed to your insurance carrier.**
 - Referrals: Please allow 48 hours for referral processing. If you are being referred, please be sure to bring the referral with you at the time of office check-in.
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What Do We Need From You?



- To inform the Medical Practice staff of any pertinent changes in insurance, employment, demographic information or relationships with other care/service givers.
 - To arrive on time for scheduled appointments and cancel, when necessary, with a phone call.
 - To provide payment for services requested and delivered by the Medical Practice not covered by insurance within 90 days.
 - To notify the Medical Practice of any change in his/her health status.
 - To follow the recommended treatment plan and inform the Medical Practice of any physical or mental impairment requiring special accommodation.
 - To ask questions if directions and procedures are not understood.
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What Should You Expect From Us?



- To be treated with respect, dignity and be informed of his/her care needs to make appropriate decisions.
 - Help plan his/her care and make changes to it.
 - Expect that teaching materials will be provided in a manner he/she can understand.
 - To be informed of the Medical Practice billing process.
 - To have his/her records kept confidential except when consent has been given.
 - To expect services to be professional and appropriate.
 - To communicate his/her complaints to the Medical Practice Manager and expect to receive follow-up without negative repercussions or changes in service.
 - To receive care without discrimination due to race, religion, age, sex, disability or ethnic origin.
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Our Providers



- John R. Roberts, M.D., MBA, FCCP, FACS
- Tammy M. Baxter, M.D., FACS
- Susan K. Garwood, M.D.
- Jeremy G. Cote, FNP-BC
- Anna T. Withers, PA-C

- Braxton Holloway
Practice Manager, Assistant ECO

WELCOME TO OUR PRACTICE